*business*phone

...it's your business

User's Guide

BUSINESSPHONE 250
BUSINESSPHONE 50

Analogue Telephones
Ericsson Analogue Basic Telephone
Ericsson Analogue Medium Telephone

ERICSSON

DISCLAIMER

BUSINESSPHONE 250 / BUSINESSPHONE 50 – VERSION 4.0
DIALOG 3105 BASIC / 3145 MEDIUM TELEPHONES AND ORDINARY ANALOGUE TELEPHONES

USER'S GUIDE

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Welcome to the User´s Guide for the Ericsson Analogue Basic, Medium and the ordinary Analogue phone in the BusinessPhone 250 / BusinessPhone 50 system from Ericsson.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation, e.g. the Ericsson Dialog 3105 Basic and 3145 Medium analogue telephones are very versatile and adaptable phones.

Note: *The features described in this user´s guide are related to version 4.0 of the BusinessPhone 250 / BusinessPhone 50 system, some features described in this guide might not work in earlier version of the system.*

Some features described in this user´s guide might be protected by a hardware dongle that has to be bought separately.

This guide will demonstrate how the Analogue phone helps you access the functions of the BusinessPhone 250 / BusinessPhone 50 system.

Analogue Telephone / Ericsson Basic Telephone / Ericsson Medium Telephone
BusinessPhone 250 / BusinessPhone 50

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IMPORTANT

The BusinessPhone 250 / BusinessPhone 50 system supports all types of analogue telephones, but some features require that an Ericsson Basic or Medium analogue telephone is connected to the system.

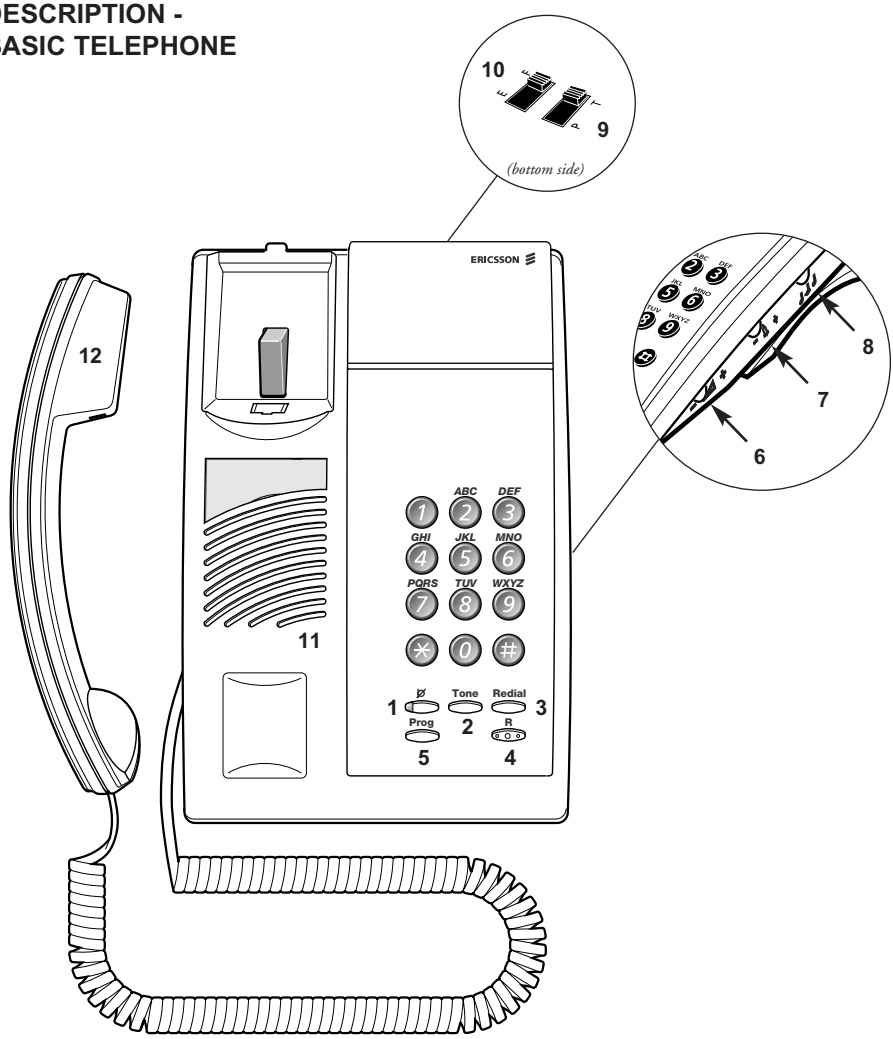
Throughout the guide you will be advised if a function is adapted for a particular telephone or not.

Note: *Since the Ericsson Basic and Medium analogue telephones easily can be switched between pulse and tone dialling they can be connected to all types of telephone exchanges, but remember that analogue telephones must be connected to analogue lines.*

DESCRIPTION GENERAL

This section gives you a short description of your Ericsson Basic telephone (Dialog 3105).

DESCRIPTION - BASIC TELEPHONE



1 Mute
To switch the microphone on or off. See section ”During calls”.

2 Tone
Temporary change to tone dialling.

3 Last number redial / Pause key
a. Redial last number dialled.
b. Insert a pause if you have to wait for dial tone.

4 R-key
Used for example to make an inquiry, to transfer a call or to establish a conference, see section ”During calls”.
Can be set to two different modes, see section ”Audible adjustments”.

5 Program quick dial number
Store your most frequently called number, see section “Abbreviated numbers”.
Note: *If you unplug the telephone, the stored number will remain for about 4 hours.*

6 Handset volume
Adjust handset volume. See section ”Audible adjustments”.

7 Ringing signal volume
Adjust ringing signal volume. See section ”Audible adjustments”.

8 Ringing signal character
Adjust ringing signal character. See section ”Audible adjustments”.

9 Tone / Pulse dialling
Switch between tone or pulse dialling. See section ”Audible adjustments”.

10 Flash / Earth mode
Switch between “flash” (timed break) or “earth” mode for the R-key. See section ”Audible adjustments”.

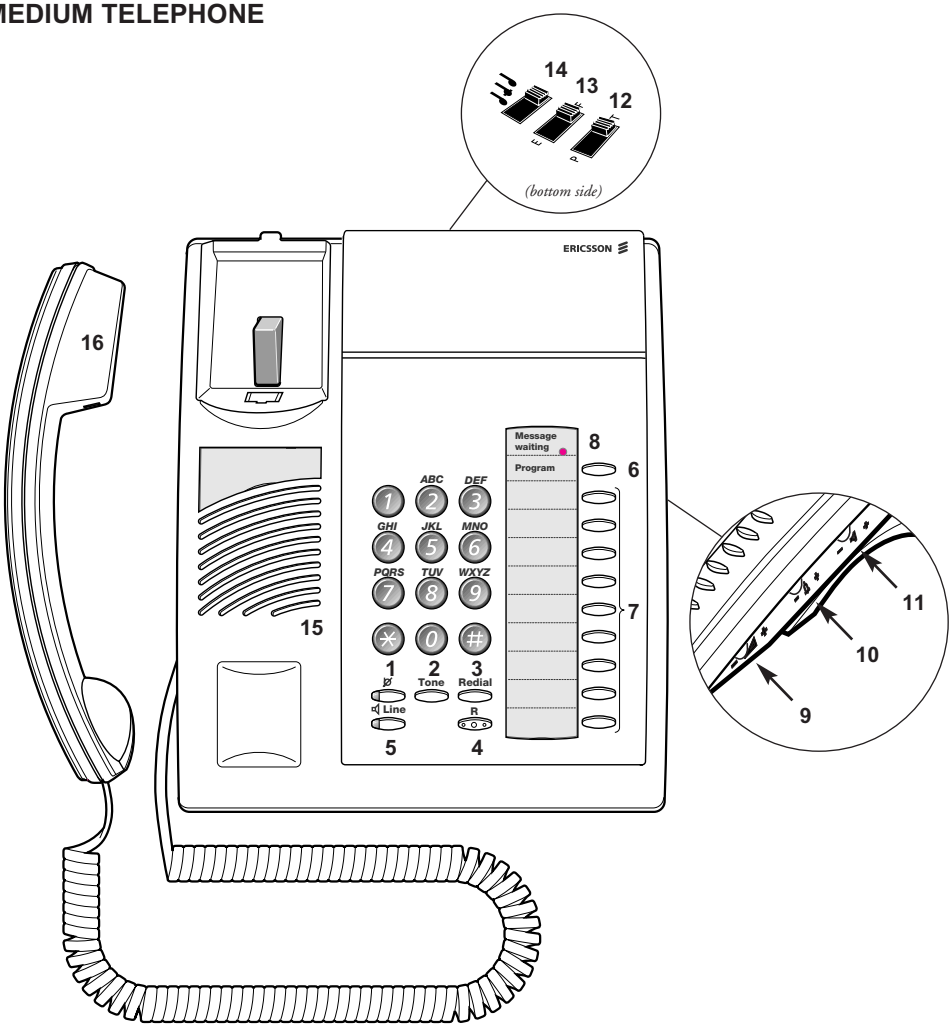
11 Loudspeaker

12 Handset with hearing aid function
See section ”Audible adjustments”.
Please note: *The handset may retain small metal objects in the earcap region.*

DESCRIPTION GENERAL

This section gives you a short description of your Ericsson Medium telephone (Dialog 3145).

DESCRIPTION - MEDIUM TELEPHONE



1 Mute
To switch the microphone on or off. See section ”During calls”.

2 Tone
Temporary change to tone dialling.

3 Last number redial / Pause key
a. Redial last number dialled.
b. Insert a pause if you have to wait for dial tone.

4 R-key
Used for example to make an inquiry, to transfer a call or to establish a conference, see section ”During calls”.
Can be set to two different modes, see section ”Audible adjustments”.

5 Loudspeaker on/off
To switch the loudspeaker on or off. See section ”During calls”.

6 Program
Storing numbers. See section “Abbreviated numbers”.

7 Programmable keys
Nine keys for storing frequently called numbers. You can store one number per key, see section “Abbreviated numbers”.
Note: *If you unplug the telephone, stored numbers will remain for about 4 hours.*

8 Message waiting LED (optional)
A flashing light indicates a waiting message. See section “Internal messages”.

9 Handset volume
Adjust handset volume. See section ”Audible adjustments”.

10 Ringing signal volume
Adjust ringing signal volume. See section ”Audible adjustments”.

11 Speaker volume
Adjust speaker volume. See section ”Audible adjustments”.

12 Tone / Pulse dialling
Switch between tone or pulse dialling. See section ”Audible adjustments”.

(continued)

DESCRIPTION - MEDIUM TELEPHONE (continued)

13 Flash / Earth mode
Switch between “flash” (timed break) or “earth” mode for the R-key. See section ”Audible adjustments”.

14 Ringing signal character
Adjust ringing signal character. See section ”Audible adjustments”.

15 Loudspeaker

16 Handset with hearing aid function
See section ”Audible adjustments”.
Please note: *The handset may retain small metal objects in the earcap region.*

INCOMING CALLS GENERAL

A ringing signal indicates an incoming call.

ANSWER CALLS

Lift the handset

On another extension

You can answer a call to a phone even if you are in another room:

Call the ringing extension
You receive busy tone.

6

Press

A second call is waiting

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone. (See also Camp on). You have two options.

Option 1 :

Finish the ongoing call:

Replace the handset
The new call will be signalled on your phone.

Lift the handset to receive the new call

Option 2 :

Ask your conversation partner to wait:

R

Press and replace the handset
The waiting call will be signalled on your phone.

Lift the handset to receive the new call

After finishing the new call:

Replace the handset
Your first call will be signalled on your phone.

Lift the handset to receive the first call again

OUTGOING CALLS GENERAL

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

MAKE CALLS

Internal or external calls.

Lift the handset and dial the number

The number may be any of the following:

- an extension number,
- an external number, where 0 is the digit for external calls,
- a common abbreviated number.

Wait for dial tone

Sometimes it is required to wait for a new dialling tone after dialling the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:

On the Ericsson Basic and Medium telephone:

Press

On other analogue telephones:

Press

LAST EXTERNAL NUMBER REDIAL

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not. Stored numbers can consist of maximum 32 digits.

Note: *To redial a number that incorporates a wait for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the required key at the proper place in the number. See section "Make calls".*

On the Ericsson Basic and Medium telephone:

Lift the handset

Press to redial the last dialled external number

On other analogue telephones:

Lift the handset

Press to redial the last dialled external number

AUTOMATIC CALL-BACK

You call an extension and receive busy tone or get no answer. This can also be used if no external line is free:

5

Press
Verification tone.

Replace the handset
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call.
You have to answer within eight seconds, otherwise the call-back service is cancelled.

Lift the handset when you are called back
The requested extension is called automatically.

BUSY EXTENSION

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by a muted ringing signal (if this function is allowed).

4

Press to camp on
(Keep handset off hook) When the called extension replaces the handset it will be called automatically.

Note: *If you receive the busy tone again, the desired extension does not allow camp-on.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

8

Press to intrude
Intrusion tone is heard and a three party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

Note: *If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against intrusion.*

DURING CALLS GENERAL

The BusinessPhone 250 / BusinessPhone 50 system allows you to handle calls in many different ways. You can for instance make an inquiry, transfer the call or create a conference.

MONITORING

Note: This section only applies to the Ericsson Medium telephone.

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on

Replace the handset
The loudspeaker monitors the call.
Note: *When the loudspeaker is on, the microphone is automatically switched off in the handset. You can adjust the volume, see section "Audible adjustments".*

From monitoring to handset

Lift the handset
Continue your conversation via the handset.

MUTE

Note: This section only applies to the Ericsson Basic and Medium telephone.

You can turn off the microphone of the handset. Then the caller will not be able to hear the conversation in your room.

Press to switch the microphone on or off
The lamp lights, if the microphone is turned off.

INQUIRY

During an ongoing conversation you like to make an inquiry to an internal or external party.

Press
The first call is put on hold.

Call the third party
When the third party answers, you can switch between the calls, create a conference and end one of the calls.

Refer back

You can switch between connected parties:

Switch between calls

Press to terminate
The ongoing call is terminated. The other call is connected.

Note: *Sometimes the "R"-key must be pressed twice. Whether you can put internal calls on hold or transfer calls to external lines depends on your PBX. Consult your system administrator.*

TRANSFER

You have an ongoing internal or external conversation and you want to transfer an ongoing call.

Press

Call the third party
You can transfer the call before answer or wait for answer

Note: *Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful hints".*

Replace the handset
The call is transferred.

Transfer to a busy extension

You can even transfer calls to busy extensions. The other party will hear a muted signal (camp-on), and the call will be extended, as soon as the ongoing call is terminated (if camp-on is allowed).

Call-back

You are called back, if you have transferred an external call and the other extension has not answered the call within a certain time. Your telephone will ring again.

CONFERENCE

You have an ongoing conversation and you want to establish a telephone conference.

Press

Call the third party

Press to establish a three party conference

Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons to the conference

In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.

Replace the handset to leave the conference

DIAL MODE

Note: This section only applies to the Ericsson Basic and Medium telephone.

If your telephone is in the pulse dialling mode, and you want to use any of the automated data services that require tone dialling, you can switch temporarily to tone dialling during a call, e.g. when calling interactive tele services or controlling telephone answering machines remotely.

Note: After you end the call, dialling is reset to pulse dialling.

Tone

Press to switch to tones

CALL FORWARDING GENERAL

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position. If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of diversion you are also able to record your personal greeting, see section “Personal greeting”.

Note: *You can still make calls as usual.*

Diversion on no reply

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a programmed diversion address (default time: 15 seconds).

Diversion on busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a programmed diversion address.

FIXED DIVERSION

This function directs your calls to a pre-programmed answering position (e.g. secretary).

Activate fixed diversion

Lift the handset

(*) (2) (1) (#)

Press to activate diversion
Special dial tone.

Cancel diversion

Lift the handset

(#) (2) (1) (#)

Press to cancel diversion

INDIVIDUAL DIVERSION

This feature gives you the possibility to divert your calls to any directory number, e. g. to a colleague's extension or a common abbreviated number (e. g. your car telephone). Depending on the programming, external calls can also be diverted to an external diversion address (or otherwise to the operator).

Activate individual diversion

Lift the handset

Dial

Enter the new diversion address

Press to activate the individual diversion
You can make outgoing calls as usual.
A special dial tone reminds you that "Call forwarding" is active.

Cancel diversion

Lift the handset

Dial

FOLLOW ME

To activate Follow me, ”Individual Diversion” must be active on your telephone.

Activate Follow me

Note: This procedure has to be executed from the telephone the calls are diverted to.

Lift the handset

Dial

Dial your number and press

Dial the new number to where incoming calls should be diverted

Press to activate Follow me
Special dial tone.

Cancel Follow me

Follow me and individual diversion can also be cancelled from the answering position.

Lift the handset

Dial

Dial your number

Press to cancel Follow me
Dial tone.

BYPASS CALL FORWARDING

Bypass call forwarding makes it possible to call a specific extension, even if call forwarding is activated on this extension.

Lift the handset

Press

Enter extension number

Press

You will be connected to the specified extension, no matter if it has activated fixed diversion, individual diversion or follow me.

INFORMATION GENERAL

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absent info.

Note: *When you have activated a diversion with a personal greeting, callers will receive this greeting instead of your activated absence information.*

You can inform your callers with:

1) Pre-defined texts
Enter the reason for your absence and the date and time of your return.

2) Voice information
Record a voice message and name your absent information.

ENTER INFORMATION

To store text or voice information.

Lift the handset

Press to enter the information mode

Select ”Pre-defined text” or ”Voice information”

(continued)

ENTER INFORMATION (continued)

Pre-defined texts

From the table below:

Enter "Code" and

Enter "Completing info"

	Code	*Completing info*
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day

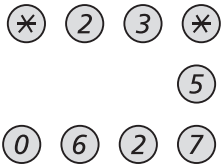
Press to enter the information

Internal callers receive the information on the display (or as spoken information to callers without display phone).

Pre-defined texts
Example:

Vacation, back June 27

Lift the handset



If you do not know the time of return, just press #. Information active. Internal callers receive the information on the display (or as spoken information to callers without display phone). External callers will be routed to the operator who also has access to your absent info.

Voice information

Lift the handset

(*) (2) (3) (*)

Press to enter information mode

(9)

Press and speak

(*)

Press to play-back and listen to your recording

(9)

Press and speak to re-record

(#)

Press to send
Information active.

Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absent info.

Note: *You can dial your own extension number if you want to check your information.*

ERASE INFORMATION, SAVE INFORMATION

Lift the handset

(#) (2) (3) (#)

Press to erase info

or

Lift the handset

(*) (2) (3) (*) (#)

Press to deactivate and save for later use
Information is passive.

Use saved information

When the information is switched off:

Lift the handset

(*) (2) (3) (*) (#)

Press to activate saved info
Information is active.

INTERNAL MESSAGES GENERAL

When you call an internal number and receive busy tone or get no answer, you can send a message to that extension.

Two possibilities exist:

1) Call-back message

2) Voice message (see also "Mailbox System")

SEND MESSAGE

You call an extension and receive the busy tone or no answer.

Call-back

9 # **Press to send a "call me" message**

Voice

If you want, you can send a voice message instead:

9 9 **Press and speak**

* **Press to play-back**

9 **Press and speak to re-record**

Press to send

RECEIVE MESSAGE

When you lift the handset and receive a special dial tone, either a diversion is activated or a message is waiting.

Note: *The Ericsson Medium telephone also has an optional message waiting LED which indicates a waiting message.*

Lift the handset

Press

”Call me” message will call the sender immediately. Voice messages will be heard via the handset.

Note: *Depending on the configuration, you might be asked for your personal code before you can retrieve your messages. See section ”Security”.*

MAILBOX SYSTEM GENERAL

While you are away from the office, callers can leave messages in your individual mailbox. You are also able to record your personal greeting, see section “Personal greeting”.

INDIVIDUAL MAILBOX SYSTEM

If you are not in the office, you can give the service to the caller to leave a message in your mailbox.

Activate

Divert your extension to the mailbox system.

Lift the handset

Press

Dial the number to the mailbox system
Ask the system administrator for your defined mailbox number.

Press

Deactivate

Lift the handset

Press

Retrieve messages

When you lift the handset and receive a special dial tone, either a diversion is activated or a message is waiting.

Lift the handset

Press
Further procedure, see section ”Internal messages - Receive message”.

PERSONAL GREETING

Depending on the type of diversion you want to activate, you can leave three different personal greetings to the caller. The diversion state can be on no reply, on busy or an activated individual diversion.

Lift the handset

Dial the number to the mailbox system
During the procedure you will be asked for your extension number and your personal code.

2

Press to configure your personal greeting

Enter diversion code
Select an option below and follow the voice announcements.

Type of diversion	*Code*
Diversion greeting on busy	1
Diversion greeting on no reply	2
Individual diversion greeting	3

#

Press to store the recorded greeting
When you activate the diversion, the recorded greeting is played to the next caller.

Replace the handset to finish the procedure

Note: *When you have activated a diversion with a personal greeting, callers will receive this greeting instead of your activated absence information.*

ABBREVIATED NUMBERS GENERAL

By using abbreviated numbers, you can make calls simply by pressing a few keys.

Frequently used external numbers are stored as ”common abbreviated numbers” in the exchange.

Up to 10 ”individual abbreviated numbers” (your personal most frequently used external numbers) can be stored and used on the keys ”**0” to ”**9”.

COMMON ABBREVIATED NUMBERS

External numbers are stored centrally in your BusinessPhone system. Common abbreviated numbers have a maximum of 4 digits and can be dialled from every extension that has the authority to do so.

Lift the handset

Dial the common abbreviated number
Please refer to your telephone directory.

INDIVIDUAL ABBREVIATED NUMBERS

You can program and activate your most frequently used external numbers on the keys ”**0” to ”**9”.

Lift the handset and press

Dial the abbreviated number
A number between 0 and 9.

(continued)

INDIVIDUAL ABBREVIATED NUMBERS (continued)

Program individual abbreviated number

How to program external numbers on the keys 0 to 9.

Lift the handset

Enter programming mode

Select an abbreviated number between 0 and 9 and press

Dial the number and press

The number can consist of up to 24 digits. Press * if you have to wait for dial tone.

Cancel one specific individual abbreviated number

Lift the handset

Press

Enter an abbreviated number between 0 and 9 and press

Cancel all individual abbreviated numbers

Lift the handset

Press

Conformation tone.

DIAL-BY-NAME

Note: This section only applies to the Ericsson Medium telephone.

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys. Stored numbers can consist of maximum 16 digits.

Lift the handset

Head Office

Press to make a call (pre-programmed)

Program dial-by-name

How to program a directory number on the programmable keys.

Lift the handset

Program

Press

Dial the number
You can use any directory number, e.g. a common abbreviated number or a colleague's extension number. You can also store codes that contain * and # but not R. To store a number that incorporates a wait for a new dial tone, see section "Outgoing calls".

Press a programmable key
If a number is already stored, it will be erased automatically. If you would like to erase a dial-by-name number, store a "0" instead of the telephone number.

Note: You can remove the transparent cover in order to write the names beside the keys.

Replace the handset

QUICK DIAL NUMBER

Note: This section only applies to the Ericsson Basic telephone.

This feature lets you call by pressing only one button, regardless of how many digits there are in the regular telephone number. The stored number can consist of maximum 16 digits.

Lift the handset

Press to make a call

Program a quick dial number

During conversation you can program one directory number (extension or common abbreviated number) on the program key.

Lift the handset

Dial the number
To store a number that incorporates a wait for a new dial tone, see section “Outgoing calls”.

Press during conversation

Replace the handset when the call is finished

GROUP FACILITIES GENERAL

When you are working together in a team the following group facilities can be very useful.

GROUP HUNTING

Your telephone can be included in a hunt group, where all members are represented with one common directory number.

Incoming calls to the hunt group, follow the same procedure as calls to normal directory numbers, then the call is directed to free extensions in the group. The hunt order within the group can be changed to suit your needs.

Only one group hunting call can be handled at a time, i.e. a second incoming group hunting call cannot be presented on your other line. However you can still receive group hunting calls to your extension number, if you are busy with a normal call

Note: *If all members in a hunt group are busy, the call-back or intrusion functions are not available, however the camp-on function can still be used.*

16 hunt groups can be programmed, each containing 1 to 20 members. A hunt group member can be either an extension number, an operator console or a fictive number.

To answer incoming group hunting calls:

Lift the handset

GROUP CALL PICK UP

In a pick up group, any member can answer any individual call to group members. You answer a call to a group member by dialling a special answering number. Please ask your system administrator for the configured number.

Lift the handset

Dial the group call pick up code

COMMON BELL

The common bell facility allows all extensions of the system (operator included) to pick up the call from an extension that has been predefined as a common bell extension.

Lift the handset

Dial the common bell pick up code

Please ask your system administrator for the common bell pick up code.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the ”number unobtainable” tone. This will also happen if you dial the common bell pick up code and there are no calls waiting at the common bell extension.

OTHER USEFUL FACILITIES GENERAL

By using these facilities your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts and much more...

REMINDER

The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).

Lift the handset

Press

Dial reminder time and press
(00-23) hour + (00-59) minute. When the time is reached your phone rings with recall signal.

Note: *If you receive busy tone, your extension does not have the authority to set a reminder.*

Cancel reminder

Lift the handset

Press to cancel all settings

AUTOMATED ATTENDANT

The Automated Attendant facility sends voice instructions to external and internal callers, informing them of all possible options they can choose. Voice instructions lead the callers step by step to the desired destination.

Lift the handset

Dial the automated attendant directory number
Please ask your system administrator for the Automated Attendant directory number.

DIRECT INWARD SYSTEM ACCESS (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party. You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.

Note: To activate this function, you have to change the default personal code from "0000" to a personal one. Which code to use and how to change it, see section "Select Personal Code".

During the procedure you will be prompted for your personal code. See last page for a card to remember these specific numbers.

Lift the handset and dial the public number of your company

followed by the DISA number
Ask the system administrator for the defined DISA number.

Dial the external number

DOORPHONE

The doorphone is used to monitor the admission to your company, i.e you can open the doorlock from your phone.

Answering door-phone calls

Lift the handset
You will be in speech connection with the calling party.

Opening of the doorlock

After you have answered the doorphone, you can open the door making an inquiry to the door-opener's directory number

R

Press

○ ○ ○ ○

Dial the door-opener´s directory number
Please ask your system administrator for the number.

ACCOUNT NUMBER

You can place costs for external calls on a selected account number (up to 15 digits).

Lift the handset

✱ 9 ✱

Press

#

Enter account number and press
Internal dial tone. Make the external call.

TANDEM CONFIGURATION

The tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the ”master” and the other one as the ”slave”.

This function enhances the communication for users that, for example, have a wired phone on their desk (the ”master telephone”) and need to be mobile within their company’s building with their own portable (the ”slave telephone”). Basically the tandem configuration works as follows:

To activate the tandem configuration

Lift the handset

Press to log on the slave telephone

Replace the handset

For incoming calls:
- Both telephones are treated as 1 single extension.

For outgoing calls:
- Both telephones are treated as 2 separate extensions.

To deactivate the tandem configuration

Lift the handset

Press to log off the slave telephone

Replace the handset

For incoming calls:
- The ”Slave” telephone cannot be called and the ”Master” telephone works as a normal ”stand-alone” telephone.

For outgoing calls:
- Both telephones are treated as 2 separate extensions.

Transferring a call between the members of a tandem unit

Press

Dial own directory number

Replace the handset

SECURITY GENERAL

You can block your extension in order to prevent unauthorized use of your telephone, e.g if your external calls are placed on a specific account number.

BLOCK EXTENSION

Lift the handset

(*) (7) (2) (#)

Dial to block your extension
Verification tone. Your extension is blocked.

Un-block extension

Lift the handset

(#) (7) (2) (*)

Dial

( ) ( ) ( ) ( ) (#)

Dial your personal code and press to re-open
Verification tone. Your extension is open for use.

SELECT PERSONAL CODE

You can use your four-digit code for blocking your phone from unauthorized use or for making external calls from any blocked extension.

(#)

Lift and press

(*) (7) (2) (*)

Dial to select a new code

( ) ( ) ( ) ( ) (*)

Dial your present code and press
The default personal code is ”0000”.

( ) ( ) ( ) ( ) (#)

Dial your new code and press
Verification tone.

BYPASS BLOCKED EXTENSION

In order to make a call, you can temporarily bypass a blocked extension.

Bypass own extension

Lift the handset

Dial

Dial your personal code and press

Dial tone. You can make one call from your extension.

Bypass another extension

This makes it possible to make a call on another, blocked extension, by using your authority code.

Lift the handset

Dial

Dial your personal code and press

Dial your extension number and press

Dial tone. You can make one call from the blocked extension.

LEAST COST ROUTING GENERAL

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system.

LEAST COST ROUTING

If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

Use least cost routing

Lift the handset

Dial the digit(s) for external calls and external number

The usual way of making an outgoing external call.

Calling least cost routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.

Lift the handset

Dial the LCR code

Please ask your system administrator for the LCR code.

Dial the digit(s) for external calls and external number

AUDIBLE ADJUSTMENTS GENERAL

Note: This chapter only applies to the Ericsson Basic and Medium telephone.

In order to satisfy your personal needs, the BusinessPhone 250 / BusinessPhone 50 system is equipped with many options to set and adjust a personal volume and ringing signal.

HANDSET VOLUME

Adjust the handset volume using the slide switch.

Slide to change the volume

RINGING SIGNAL VOLUME

The ringing signal volume can be adjusted in three steps: soft, medium and loud.

Adjust the ringing signal volume using the slide switch.

Slide to change the volume

LOUDSPEAKER VOLUME

Note: This section only applies to the Ericsson Medium telephone.

Adjust the speaker volume using the slide switch.

Slide to change the volume

RINGING SIGNAL CHARACTER

The ringing signal character can be adjusted with two different characters: bass and treble. Adjust the ringing signal character using the slide switch.

On the Ericsson Basic telephone:

Slide to change the character

On the Ericsson Medium telephone:

Slide to change the character

TONE/PULSE DIALLING

On delivery, your telephone is set to tone dialling mode. To find out if you can use tone dialling, proceed as follows:

Lift the handset and dial the number

The usual way of making an outgoing call. If the call goes through, you don't have to change your telephone to pulse dialling.

If, however, the dial tone continues without interruption when you start to dial the number, you are connected to an exchange/PBX that requires pulse dialling and you need to set it to pulse dialling.

Slide to change

Note: *Slide switch is slightly different on the Ericsson Medium telephone.*

Note: *You can also temporarily switch your telephone to tone dialling, see section "During calls".*

FLASH/EARTH MODE

On delivery, your telephone is set to flash mode.
The R-button (register recall) can be set to two different modes: “timed break” (flash) and “earth”. To find out if you have to change the mode of the R-button, proceed as follows:

Lift the handset

Make a call and use any of the services that require R

If you cannot use the service, you need to change the mode of the R-button to the “earth” position.

Slide to change

Note: *Slide switch is slightly different on the Ericsson Medium telephone.*

HEARING AID COMPABILITY

Since your telephone has a built-in inductive coupler for the hard-of-hearing, anyone so desiring can use the telecoil in his/her hearing-aid while telephoning. To do so, simply switch the hearing-aid in the T position.

TONES AND SIGNALS

Tones are audible in the handset. Ringing signals are emitted from the phone.

Dial tone
(System ready to accept digits)

Special dial tone
(System ready to accept digits, active diversion on telephone)

Ringing tone
(Ringing signal to called party)
-repeated after 4 s

Special ringing tone
(Ringing signal to line 2)
-repeated after 4 s

Busy tone
(Called party is busy)

Number unobtainable tone
(Called number not accessible or vacant)

Blocking tone
(Call cannot be executed due to congestion or called party blocked)

Verification tone
(Verification that ordered function is accessed)

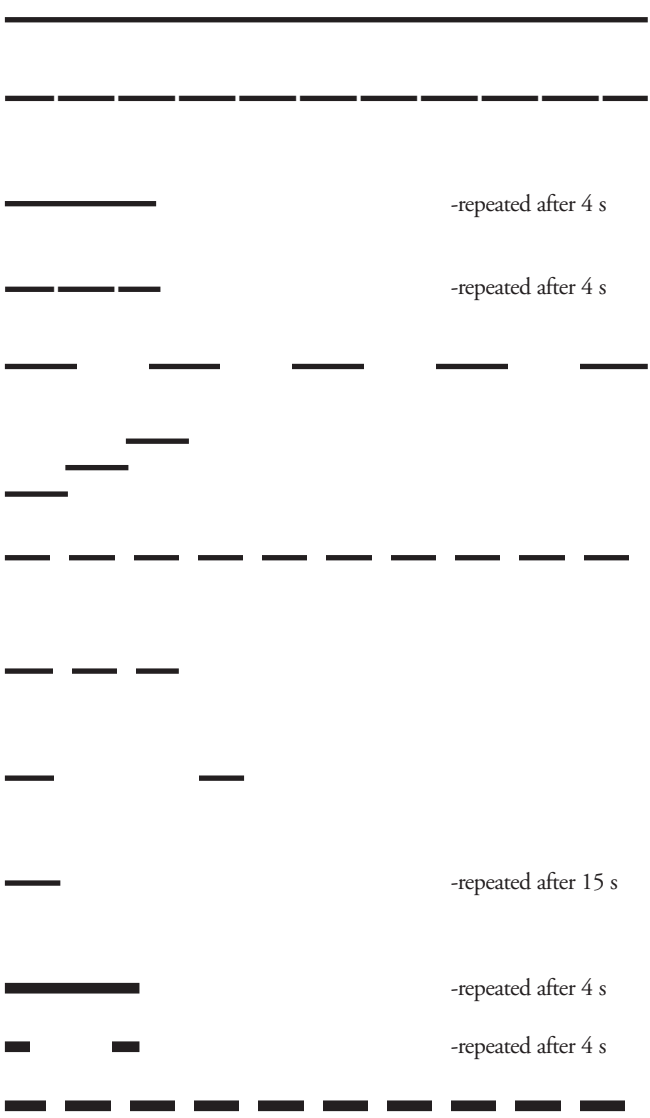
Intrusion tone
(Sent to all parties during intrusion)

Conference tone
(Sent to all participants in a conference)
-repeated after 15 s

Internal ringing signal
-repeated after 4 s

External ringing signal
-repeated after 4 s

Automatic call-back signal



Note: The tones and ringing signals in this guide refer to the standard system but may vary between countries.

GLOSSARY

ABBREVIATED NUMBER DIALLING
Initiating a call to a pre-programmed number by dialling a code or pressing a key. Short numbers can be: *1. Common, which means that all extensions can use them. 2. Individual, which means that they are programmed and used by each extension separately (10 numbers).* See section "Abbreviated numbers".

ACCOUNT NUMBER
To place costs for external calls on a selected account number (up to 15 digits). See section "Other useful facilities".

AUTOMATED ATTENDANT
A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination. See section "Other useful facilities".

CALL-BACK
An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Internal messages" and "Outgoing calls".

CAMP ON
To place (queue) a call to a busy extension. See section "Outgoing calls".

DIAL-BY-NAME
Initiation of a call by operating a single key. Internal numbers (or common abbreviated numbers) can be stored on each extension. See section "Abbreviated numbers".

DIRECTORY NUMBER
Numbers with 1-8 digits which are assigned to extensions or external lines or as common abbreviated numbers.

DIRECT INWARD SYSTEM ACCESS (DISA)
If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other useful facilities".

DIVERSION
Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities: *1. Direct, which means that all calls to an extension are forwarded directly,. 2. On no reply, which means that a call is forwarded if it is not answered within a certain time. 3. On busy, which means that a call is forwarded if the extension is busy.* See section "Call forwarding".

DIVERSION BYPASS
This is useful for letting urgent calls through to an extension where diversion is active. See section "Call forwarding".

EXTENSION
All telephones connected to the PBX have a unique internal number (upto 3 digits).

INFORMATION
Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds: *1. Pre-programmed text information. 2. Voice information.*

INTRUSION
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

ISDN
Integrated Services Digital Network. Provides your system with supplementary services from the public net.

LEAST COST ROUTING
A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least cost routing".

MAILBOX
The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".

(continued)

GLOSSARY (continued)

MESSAGE A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message: *1."Call me" message. 2. Voice message.* See section "Internal messages".

MUTE To switch the microphone temporarily off. See section "During calls".

PBX Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

PERSONAL CODE A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own personal code. See section "Security".

PRE-DEFINED TEXT Pre-programmed absent information. See section "Information".

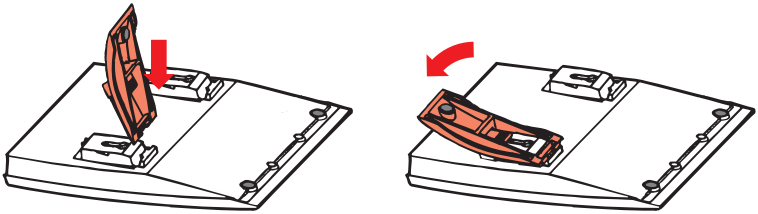
TIE LINE An external line from the private network.

THIRD PARTY A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.See section "During calls".

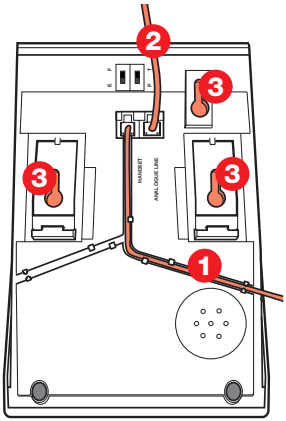
TRANSFER During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external).
See section "During calls" and "Useful hints".

TRUNK LINE A trunk line is the same as an external line. Can be either digital or analogue.

INSTALL STAND

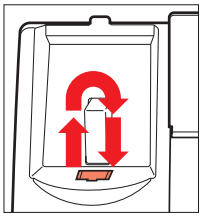


INSTALL CABLES

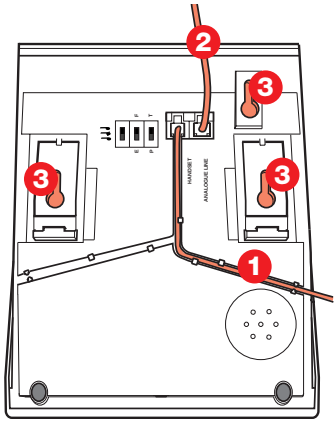


Ericsson Basic telephone

1 Cable to handset
2 Cable to exchange
3 Wallmounting screw holes



Wall mounting handset hook



Ericsson Medium telephone

You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in ”LINE“.

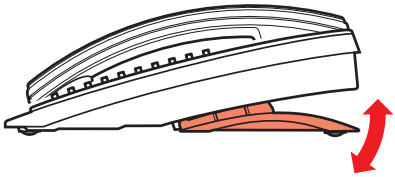
Change cables

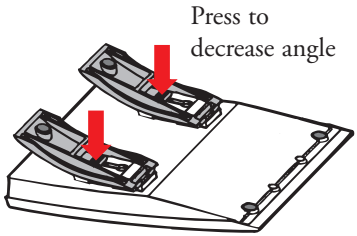
To remove a cable, push down the plug’s stop. Use a screw-driver to unlock the stop.

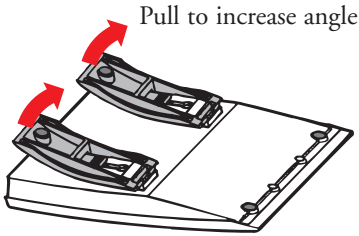
PLACING THE TELEPHONE

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
- Do not place your telephone near sources of extreme heat, e.g. near the radiator.
- Make sure that the line cable isn´t creased.

ADJUST TELEPHONE







CLEANING THE TELEPHONE

Use a slightly moistened (not wet) cleaning-rag or an anti-static rag and wipe off the telephone carefully.
Do not use rough rags, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

TROUBLE SHOOTING GENERAL

This section contains information on how to solve common operational problems.

TROUBLE SHOOTING

Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault check list

1. **Make sure your telephone is connected to an analogue line**

2. **Read the Installation chapter**
   To make sure that you have done everything correctly and that everything is properly connected.

3. **Disconnect all extra equipment**
   If your telephone is working properly when done, the problem lies in the extra equipment.

4. **Connect a functioning telephone instead of the faulty one**
   If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.

5. **Check for operational problems**
   If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

CONNECTIONS BETWEEN EXTERNAL LINES

With your BusinessPhone PBX, you can establish an external call diversion or a conference with more than one external party or transfer an external call to another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

Note: *When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **If you are connected to two external lines, cancel one call by pressing ”R” and ”1”**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system’s external lines. You can restrict connections between the external lines by re-programming your system.
Please ask your system administrator or contact our service center for more information.

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NOTES

IMPORTANT NUMBERS

Number	*Function*
.....	Account number 1
.....	Account number 2
.....	Automated attendant
.....	Common bell
.....	Direct inward system access (DISA)
.....	Doorphone
.....	External line number 1
.....	External line number 2
.....	Group call pick-up
.....	Individual mailbox number
.....	Least cost routing
.....	Password
.....	Tie line number 1
.....	Tie line number 2

POST DIALLING DIGITS

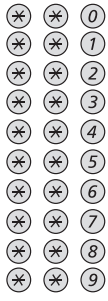
Number	*Function*
.....	Answer calls on another extension
.....	Automatic call-back
.....	Call waiting
.....	Camp-on
.....	Intrusion

ABBREVIATED NUMBERS

Common Abbreviated Numbers

.....	.....
.....	.....
.....	.....
.....	.....

Individual Abbreviated numbers



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QUICK REFERENCE GUIDE

ANSWER CALLS

Answer:

Answer on another extension:

(Call ringing extension) 6

MAKE CALLS

Normal calls: *(Extension no.)*

or

0 *(External no.)*

Common abbreviated number: *(Abbreviated no.)*

Individual abbreviated number: * * ○

(Abbreviated no. 0-9)

Last external number redial: * * *

YOU GET BUSY TONE OR NO ANSWER

Automatic call-back: 5

(Lift handset when called back)

Camp on: 4 *(Keep handset off hook)*

Intrusion: 8

INQUIRY

Ongoing conversation: R *(Call 3rd party)*

REFER BACK

Switch between calls: R 2

To terminate: R 1

CONFERENCE

Ongoing conversation: R *(Call 3rd party)*

R 3 *(To establish)*

(To leave)

TRANSFER

Transfer a call: R *(Call 3rd party)*

(Before or after answer)

REMINDER

Reminder (24 hours): * 3 2 *

(Reminder time) #

Cancel reminder: # 3 2 #

ACCOUNT NUMBER

Costs on a selected account no.: * 9 *

(Account number) #

MESSAGES

"Call me": 9 #

Voice: 9 9 *Speak*

Play-back: *

Re-record: 9 *Speak*

Send: #

Receive messages: * 5 9 #

CALL FORWARDING

Fixed diversion: * 2 1 #

Individual diversion: * 2 1 *

(New no.) #

Cancel diversion: # 2 1 #

Follow me, re-direct from answering extension: * 2 1 *

(Own no.) *

(New no.) #

Cancel from answ. extension: # 2 1 *

(Own no.) #

Bypass call forwarding: * 6 0 *

(Extension no.) #

INFORMATION

Enter information (pre-text): * 2 3 *

○ *(Select "info code" from list below)*

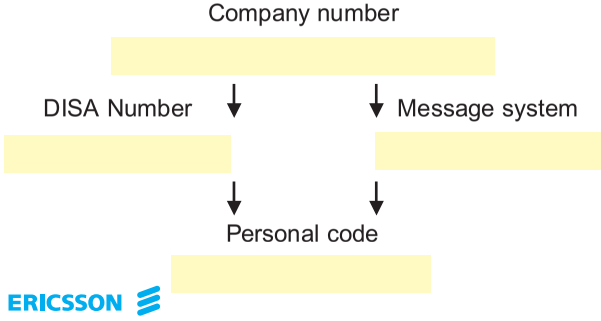
(Enter "completing info") #

	info code	completing info
Time of return	1.	hour (00-23) minute (00-59)
Date of return	2.	month (01-12) day (01-31)
Lunch	3.	back at, hour minute
Meeting	4.	back at, hour minute
Vacation	5.	back, month day
Illness	6.	back, month day

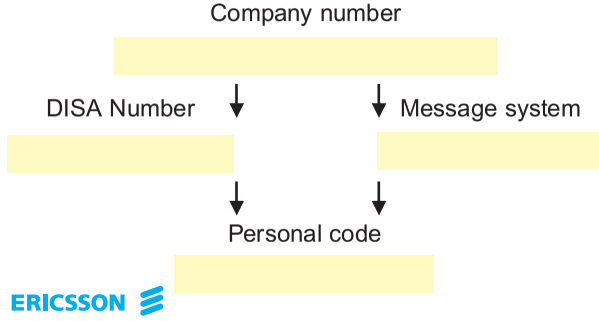
QUICK REFERENCE CARD

These cards are used for DISA and to check messages.

DISA and Message check:



DISA and Message check:



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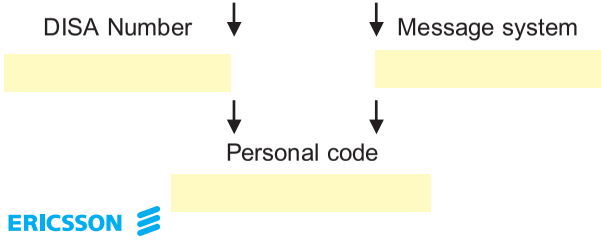

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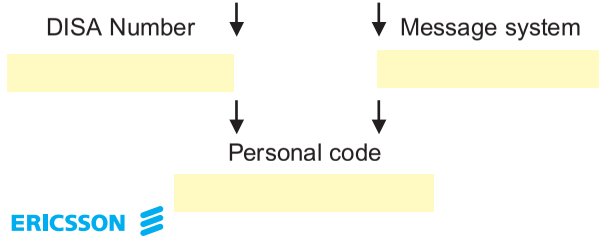

QUICK REFERENCE CARD

Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

businessphone
...it's your business

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Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

businessphone
...it's your business

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Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

businessphone
...it's your business

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Special account numbers for business calls:

	Project name	Account number
1		
2		
3		
4		

businessphone
...it's your business

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Communication is our business

Ericsson is the leading provider in the new telecoms world, with communications solutions that combine telecom and datacom technologies with the freedom of mobility for the user. With approximately 100,000 employees in 140 countries, Ericsson simplifies communications for its customers - network operators, service providers, enterprises and consumers - the world over.

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